



Debt Adviser

We are looking for an experienced debt caseworker to join our debt advice team.

We are committed to providing support to clients within our community and to making a genuine difference to their quality of life and to improving their financial stability.

Role Description	
Job Title	Debt Adviser
Reports To	CEO
Location	Shepton Mallet
Hours	Part-time, 30 hours per week
Salary	Up to £29,343 (pro rata) + benefits
Contract	Permanent

About The Role
<p>This post is part of a debt team, which comprises a caseworker, a trainee caseworker, and an administrator.</p> <p>The specialist debt advice team work to a number of contracts, with funding to deliver the Money Advice and Pension Service, homeless prevention, and water utility debt work.</p> <p>It is a busy service covering the whole district, and working from all five of our offices – Shepton Mallet, Frome, Wells, Street and Glastonbury. During the lock-down, we are delivering by telephone and digital channels.</p>

Debt Adviser

Role Purpose

To deliver specialist legal advice and support for clients on money advice and debt issues.

Working under the Money and Pensions Service (MaPS) contract.

Providing a prompt response to urgent referrals for possession warrant support from Mendip District Council (MDC) Housing Options team.

Role Description

Casework

- Provide casework covering the full range of debt advice
- Act for the client where necessary, drafting letters, budgets and financial statements and carrying out any calculations as appropriate
- Negotiate with third parties as appropriate
- Prepare and present cases to the appropriate statutory bodies, tribunals, and courts as appropriate
- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate
- Ensure compliance with all Citizens Advice Mendip (CAM) administrative, casework and quality procedures, in particular but not exclusively MAPS related
- Meet reasonable output requirements as determined by the organisation or and/or funders
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation
- Prepare reports for the CEO and Trustee Board as requested

IT and Telephony

- Use telephony and IT equipment for multi-channel delivery of advice services including face-to-face, telephone, email, and webchat
- Maintain and review daily, electronic diary for working locations, absences, etc.
- Use shared electronic diaries for MDC client appointments
- Use IT for statistical recording of information relating to advice delivery, record keeping, producing statistical information and document production
- Ensure IT information assurance training is completed on an annual basis

Professional development

- Identify own learning and development needs and take steps to address these
- Keep updated on legislation, policies/procedures
- Attend relevant internal and external meetings as agreed with the line manager

Learning, development, and training

- Identify own learning and development needs and take steps to address these
- Keep updated on legislation, policies, and procedures
- Attend relevant internal/external meetings/training as agreed with line manager
- Support internal and external learning and development activities, related to debt advice, to ensure the competence and continuing development of staff and volunteers

Research and Campaigns

- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel
- Alert clients to research and campaigns options
- Contribute to drafting a research and campaigns plan, identifying priorities for campaigns and development
- Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role

Generic duties and responsibilities

- Keep updated on CAM aims, policies and procedures, and ensure these are followed
- Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role
- Develop and maintain effective admin' systems and records relevant to the role
- Attend regular CAM and external meetings relevant to the role
- Monitor and evaluate activities appropriate to the role and contribute to CAM planning process by providing regular reports and feedback on responsibility areas
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the CAM team
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues
- Abide by CAM's Information Assurance policies
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service

Person Specification

Ability to:

- Demonstrate a track record of debt advice work and representation
- Attain or have attained qualification as a DRO intermediary (*desirable*)
- Commit to, and work within, the aims, principles, and policies of the CA service
- Give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Monitor and maintain own standards
- Use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions
- Maintain an electronic diary
- Demonstrate an understanding of the issues affecting society and their implications for clients and service provision
- Demonstrate an understanding of the issues involved in interviewing clients
- Communicate effectively, verbally and in writing
- Monitor and maintain service delivery against agreed targets
- Monitor and analyse statistics and check accuracy of calculations
- Develop individual/groups by providing support, guidance, tutoring and/or training
- Research, analyse and interpret complex information and produce and present clear reports verbally and in writing
- Prioritise own work and the work of others, meet deadlines and manage workload in a busy environment
- Monitor and maintain recording systems and procedures
- Work effectively as part of a team
- Demonstrate a commitment to continuous professional development
- Travel to other CAM offices sessions

Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not intended to be an inflexible list of tasks.